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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

<b>Office Action Summary</b>	<b>Application No.</b> 10/660,639	<b>Applicant(s)</b> YOSHIDA, MASAYUKI	
	<b>Examiner</b> Chad Dickerson	<b>Art Unit</b> 2625	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) ☒ Responsive to communication(s) filed on 12 September 2003.
- 2a) ☐ This action is **FINAL**.                      2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) ☒ Claim(s) 1-19 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-19 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) ☒ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 12 September 2003 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☒ All    b) ☐ Some    \* c) ☐ None of:
1. ☒ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- |   |   |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)   | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)  | 5) <input type="checkbox"/> Notice of Informal Patent Application                       |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)<br>Paper No(s)/Mail Date <u>See attached</u> | 6) <input type="checkbox"/> Other: _____  |

## **DETAILED ACTION**

### ***Specification***

1. The disclosure is objected to because of the following informalities:
  - On page 15, line 7: the reference numerals "217" and "218" should be changed to -- 216 -- and -- 217 -- in order to reflect the correct reference numerals in figure 4.
  - On page 19, lines 3 and 4: The disclosure is objected to because it contains an embedded hyperlink and/or other form of browser-executable code. Applicant is required to delete the embedded hyperlink and/or other form of browser-executable code. See MPEP § 608.01.

Appropriate correction is required.

### ***Claim Objections***

2. Claims 4 and 6 are objected to because of the following informalities:
  - Re claim 4: On page 39, line 5, the phrase "its layout edited" should be changed to -- a layout of the block edited --.
  - Re claim 6: On page, 40, line 5, the phrase "its layout edited" should be changed to -- a layout of the block edited --.

Appropriate correction is required.

### ***Claim Rejections - 35 USC § 112***

3. The following is a quotation of the second paragraph of 35 U.S.C. 112:

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The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

4. Claim 2 is rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

- Re claim 2: On line 2 of page 38, the phrase "the first designation means" renders the claim indefinite. Does the phrase "the first designation means" refer to the above mentioned "designation means"? The Examiner will interpret this claim in the broadest reasonable manner and equate the two terms.

Appropriate correction is required.

***Claim Rejections - 35 USC § 103***

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

6. Claims 1-10, 12-14 and 16-18 are rejected under 35 U.S.C. 103(a) as being unpatentable over Cedar '650 (US Pat No 6256650) in view of Ariki '492 (US Pat No 5113492).

Re claim 1: Cedar '650 discloses a method and system for automatically causing editable text to substantially occupy a text frame, said document printing control apparatus comprising:

first determination means for determining a size of an output area (i.e. in the system, the output area can be considered any area that contains text, any alphanumeric characters, spreadsheet cells or images. The system allows desktop publishing software to be used, which enables the user of the system to choose a certain output area to use for placing certain types of characters, text or images. Based on the user selection, or the templates set by the system, the system in Cedar '650 determines the output area. Also, the text frame is a certain size relative to the application. If a text frame, or several text frames, is used in a newsletter, then the text frame, or several text frames, is a certain size depending on the output size of the document that the newsletter is printed on or on the user's preferences. The feature of having a text frame, or several text frames, a certain size depending on the use of the document and the area of output being chosen by the user, or automatically by the templates set by the system, performs the feature of having an output area. Although a first determination means is not specified, the feature of the first determination means is performed; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67);

second determination means for determining sizes of individual blocks in the output area and for determining font sizes in the individual blocks, according to the size of the output area determined by said first determination means (i.e. when a fullness ratio is calculated, the height, or size, of the text frame, analogous to an individual block, is determined along with the height of the editable text, which is analogous to a font size in the block, within the text frame. This involves determining the height of each individual character in the text frame and comparing the height of each character in the

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text frame compared to the height of the actual text frame itself. Since there can be multiple text frames with characters in the document, this feature can be performed to each respective text frame and each character in the text frames. The font sizes are also determined based on iterations of calculations, until a font size is determined that will cause the height of the editable text to be within a predetermined range of values. The determining of the sizes of the text frames, considered as the individual blocks, and the font sizes all occur in an area designated by the user, or a system template, that comprises a customized publication; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67);

first placement means for placing the blocks and characters with the sizes determined by said second determination means (i.e. in Cedar '650, the user, or the system, can place text frames in a document when a customized publication is desired to be created. The blocks that will contain information can be placed anywhere within a document area. Also, areas can be filled with the characters, with their designated sizes, in the designated text frames. The user can use a keyboard (128) and a mouse (130) to input, or place, characters, in their specific sizes, in designated text frames that are reserved for such an input; see fig. 1; col. 1, lines 17-34, col. 7, lines 1-67 and col. 8, lines 1-62);

editing means for editing a layout of at least one block placed by said first placement means (i.e. using rich formatting, the user may change the property of the text. The user may change the mixed line spacing of text in a text frame, which would change the layout of the text frame. These are examples of the system of Cedar '650

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having the feature of editing a layout of at least one text frame, which is analogous to the block. Also, if a user desires to create a template from scratch and edit the template, change a shape of a certain text frame, or add graphics and editable text into a text frame, all of these can be done and performed on a publication document anytime by the user. Although an editing means is not specifically stated, the feature is performed by the device since Cedar '650 operates in an editing environment with a text editing program; col. 1, lines 17-34, col. 7, lines 1-67 and col. 8, lines 1-62); and

second placement means for placing the blocks and characters in accordance with the layout edited by said editing means (i.e. once the layout of a certain text frame is edited, the layout is reflected to the user of the revision the user has made to the selected text frame. Rich formatting edits the text frame in accordance with the layout edited as soon as the user inputs the changes that are done to the contents inside the text frame. Also, if a user desires to create a template from scratch and edit the template, change a shape of a certain text frame, or add graphics and editable text into a text frame, all of these can be done and performed on a publication document anytime by the user and will be shown to the user on a display (132) as the revisions take place. Although a second placement means is not specifically disclosed, the feature of placing the blocks and characters in accordance with the layout edited is performed; col. 1, lines 17-34, col. 7, lines 1-67 and col. 8, lines 1-62).

However, Cedar '650 fails to teach in determining a size of an output area in accordance with an output paper size.

However, this is well known in the art as evidenced by Ariki '492. Ariki '492

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discloses determining a size of an output area in accordance with an output paper size (i.e. in the system of Ariki '492, the CPU (27) determines if a block of data (33a) made in the A4 size page exceeds the page size. This is an example of determining if an area of output is in accordance with an output paper size; see fig. 3 and 10; col. 8, lines 6-63).

Therefore, in view of Ariki '492, it would have been obvious to one of ordinary skill at the time the invention was made to determine a size of an output area in accordance with an output paper size in order to check to see if output data exceeds a given paper size (as stated in Ariki '492 col. 8, lines 6-63).

Re claim 2: The teachings of Cedar '650 in view of Ariki '492 are disclosed above. Cedar '650 discloses the document printing control apparatus, wherein said editing means comprises:

designation means for specifying one of the blocks placed by said placement means (i.e. the user can specify a selected block of editable text, or a text frame, to alter the font size of the text inside the text frame. Also, the user can specify inside a specified text frame, individual characters to modify certain properties of those characters; see col. 1, lines 17-34, col. 7, lines 1-67 and col. 8, lines 1-62);

revision means for revising the size of the text area or the font size in the text area (i.e. when the system of Cedar '650 has realized the theoretical font size is within a predetermined range of allowed font sizes, the change of the initial font size to the theoretical font size in the text frame occurs. The change of a font size of text may also



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change the overall size of a text area, depending on how large the revised font size is in the text frame; see col. 1, lines 17-34, col. 7, lines 1-67, col. 8, lines 1-62 and col. 17, lines 10-32).

However, Cedar '650 fails to teach a decision means for making a decision as to whether the block specified by said first designation means is a text area and when said decision means makes a decision that the specified block is the text area.

However, this is well known in the art as evidenced by Ariki '492. Ariki '492 discloses a decision means for making a decision as to whether the block specified by the first designation means is a text area (i.e. in Ariki '492, illustrated in figure 3, the system checks to see if a block (33a) is a character block or an image block. This determination determines the next step in conversion when it comes to the determination of data. Although a specific decision means is not stated, the CPU (27) performs the feature by checking whether a block specified is a character, or text, or an image; see fig. 3 and 11; col. 5, lines 1-17 and col. 8, lines 21-45) and when said decision means makes a decision that the specified block is the text area (i.e. in Ariki '492, the system makes a decision to perform some type of processing when it is decided, or determined, that the specified block is a character, analogous to text data, or is an image; see fig. 3 and 11; col. 5, lines 1-17 and col. 8, lines 21-45).

Therefore, in view of Ariki '492, it would have been obvious to one of ordinary skill at the time the invention was made to make a decision as to whether the block specified by the first designation means is a text area and performing processing when

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the decision means makes a decision that the specified block is the text area in order to recognize the image and character areas (as stated in Ariki '492 col. 2, lines 13-15).

Re claim 3: The teachings of Cedar '650 in view of Ariki '492 are disclosed above.

Cedar '650 discloses the document printing control apparatus, wherein said second placement means comprises acquisition means for obtaining the font size in accordance with a ratio between widths of the text area before and after the revision (i.e. a fullness ratio can be performed in terms of a ratio of widths of the text area. The ratio will be the ratio of the editable text and the text frame, which contains the editable text. When the ratio of the system does not fit within a certain range, a calculation for a "theoretical font" is performed to change the fullness ratio to an ideal ratio. The fullness ratio of the widths of the text area is measured before revision to see how the ratio is compared to the ideal and the fullness ratio is measured after the revision of the text area. The revision of the text area is the inclusion of the "theoretical font" that changes the fullness ratio and the fullness ratio is checked again to see if the "theoretical font" contributed to making the fullness ratio better as compared to the ideal; see figs. 2-4; col. 11, lines 26-67, col. 12, lines 1-68 and col. 17, lines 10-32), and wherein characters with the font size obtained by said acquisition means are placed in the text area after the revision (i.e. after the "theoretical font" found is determined to be the ideal font to make the fullness ratio better, the font sizes in the editable text area is changed, or revised, to reflect the better fullness ratio. Then the same editable text in the text frame, with the

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revised text area, is again checked for a fullness ratio close to the ideal fullness ratio; see figs. 2-4; col. 11, lines 26-67, col. 12, lines 1-68 and col. 17, lines 10-32).

Re claim 4: Cedar '650 discloses a method and system for automatically causing editable text to substantially occupy a text frame, said document printing control method comprising:

a first determination step of determining a size of an output area (i.e. in the system, the output area can be considered any area that contains text, any alphanumeric characters, spreadsheet cells or images. The system allows desktop publishing software to be used, which enables the user of the system to choose a certain output area to use for placing certain types of characters, text or images. Based on the user selection, or the templates set by the system, the system in Cedar '650 determines the output area. Also, the text frame is a certain size relative to the application. If a text frame, or several text frames, is used in a newsletter, then the text frame, or several text frames, is a certain size depending on the output size of the document that the newsletter is printed on or on the user's preferences. The feature of having a text frame, or several text frames, a certain size depending on the use of the document and the area of output being chosen by the user, or automatically by the templates set by the system, performs the feature of having an output area. Although a first determination means is not specified, the feature of the first determination means is performed; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67);

a second determination step of determining sizes of individual blocks in the output area and of determining font sizes in the individual blocks, according to the size of the output area determined by the first determination step (i.e. when a fullness ratio is calculated, the height, or size, of the text frame, analogous to an individual block, is determined along with the height of the editable text, which is analogous to a font size in the block, within the text frame. This involves determining the height of each individual character in the text frame and comparing the height of each character in the text frame compared to the height of the actual text frame itself. Since there can be multiple text frames with characters in the document, this feature can be performed to each respective text frame and each character in the text frames. The font sizes are also determined based on iterations of calculations, until a font size is determined that will cause the height of the editable text to be within a predetermined range of values. The determining of the sizes of the text frames, considered as the individual blocks, and the font sizes all occur in an area designated by the user, or a system template, that comprises a customized publication; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67);

a first placement step of placing the blocks and characters with the sizes determined by the second determination step (i.e. in Cedar '650, the user, or the system, can place text frames in a document when a customized publication is desired to be created. The blocks that will contain information can be placed anywhere within a document area. Also, areas can be filled with the characters, with their designated sizes, in the designated text frames. The user can use a keyboard (128) and a mouse

(130) to input, or place, characters, in their specific sizes, in designated text frames that are reserved for such an input; see fig. 1; col. 1, lines 17-34, col. 7, lines 1-67 and col. 8, lines 1-62); and

a second placement step of placing, when at least one block placed has its layout edited, the blocks and characters in accordance with the layout edited (i.e. once the layout of a certain text frame is edited, the layout is reflected to the user of the revision the user has made to the selected text frame. Rich formatting edits the text frame in accordance with the layout edited as soon as the user inputs the changes that are done to the contents inside the text frame. Also, if a user desires to create a template from scratch and edit the template, change a shape of a certain text frame, or add graphics and editable text into a text frame, all of these can be done and performed on a publication document anytime by the user and will be shown to the user on a display (132) as the revisions take place. Although a second placement means is not specifically disclosed, the feature of placing the blocks and characters in accordance with the layout edited is performed; col. 1, lines 17-34, col. 7, lines 1-67 and col. 8, lines 1-62).

However, Cedar '650 fails to teach in determining a size of an output area in accordance with an output paper size.

However, this is well known in the art as evidenced by Ariki '492. Ariki '492 discloses determining a size of an output area in accordance with an output paper size (i.e. in the system of Ariki '492, the CPU (27) determines if a block of data (33a) made in the A4 size page exceeds the page size. This is an example of determining if an area

of output is in accordance with an output paper size; see fig. 3 and 10; col. 8, lines 6-63).

Therefore, in view of Ariki '492, it would have been obvious to one of ordinary skill at the time the invention was made to determine a size of an output area in accordance with an output paper size in order to check to see if output data exceeds a given paper size (as stated in Ariki '492 col. 8, lines 6-63).

Re claim 5: The teachings of Cedar '650 in view of Ariki '492 are disclosed above.

Cedar '650 discloses the document printing control method, wherein said second placement step comprises an acquisition step of obtaining the font size in accordance with a ratio between widths of a text area before and after a revision (i.e. a fullness ratio can be performed in terms of a ratio of widths of the text area. The ratio will be the ratio of the editable text and the text frame, which contains the editable text. When the ratio of the system does not fit within a certain range, a calculation for a "theoretical font" is performed to change the fullness ratio to an ideal ratio. The fullness ratio of the widths of the text area is measured before revision to see how the ratio is compared to the ideal and the fullness ratio is measured after the revision of the text area. The revision of the text area is the inclusion of the "theoretical font" that changes the fullness ratio and the fullness ratio is checked again to see if the "theoretical font" contributed to making the fullness ratio better as compared to the ideal; see figs. 2-4; col. 11, lines 26-67, col. 12, lines 1-68 and col. 17, lines 10-32), and wherein characters with the font size obtained by said acquisition step are placed in the text area after the revision (i.e.

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after the "theoretical font" found is determined to be the ideal font to make the fullness ratio better, the font sizes in the editable text area is changed, or revised, to reflect the better fullness ratio. Then the same editable text in the text frame, with the revised text area, is again checked for a fullness ratio close to the ideal fullness ratio; see figs. 2-4; col. 11, lines 26-67, col. 12, lines 1-68 and col. 17, lines 10-32).

Re claim 6: Cedar '650 discloses a method and system for automatically causing editable text to substantially occupy a text frame, said program comprising:

a first determination procedure of determining a size of an output area (i.e. in the system, the output area can be considered any area that contains text, any alphanumeric characters, spreadsheet cells or images. The system allows desktop publishing software to be used, which enables the user of the system to choose a certain output area to use for placing certain types of characters, text or images. Based on the user selection, or the templates set by the system, the system in Cedar '650 determines the output area. Also, the text frame is a certain size relative to the application. If a text frame, or several text frames, is used in a newsletter, then the text frame, or several text frames, is a certain size depending on the output size of the document that the newsletter is printed on or on the user's preferences. The feature of having a text frame, or several text frames, a certain size depending on the use of the document and the area of output being chosen by the user, or automatically by the templates set by the system, performs the feature of having an output area. Although a

first determination means is not specified, the feature of the first determination means is performed; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67);

a second determination procedure of determining sizes of individual blocks in the output area and of determining font sizes in the individual blocks, according to the size of the output area determined by the first determination procedure (i.e. when a fullness ratio is calculated, the height, or size, of the text frame, analogous to an individual block, is determined along with the height of the editable text, which is analogous to a font size in the block, within the text frame. This involves determining the height of each individual character in the text frame and comparing the height of each character in the text frame compared to the height of the actual text frame itself. Since there can be multiple text frames with characters in the document, this feature can be performed to each respective text frame and each character in the text frames. The font sizes are also determined based on iterations of calculations, until a font size is determined that will cause the height of the editable text to be within a predetermined range of values. The determining of the sizes of the text frames, considered as the individual blocks, and the font sizes all occur in an area designated by the user, or a system template, that comprises a customized publication; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67);

a first placement procedure of placing the blocks and characters with the sizes determined by the second determination procedure (i.e. in Cedar '650, the user, or the system, can place text frames in a document when a customized publication is desired to be created. The blocks that will contain information can be placed anywhere within a



document area. Also, areas can be filled with the characters, with their designated sizes, in the designated text frames. The user can use a keyboard (128) and a mouse (130) to input, or place, characters, in their specific sizes, in designated text frames that are reserved for such an input; see fig. 1; col. 1, lines 17-34, col. 7, lines 1-67 and col. 8, lines 1-62); and

a second placement procedure of placing, when at least one block placed has its layout edited, the blocks and characters in accordance with the layout edited (i.e. once the layout of a certain text frame is edited, the layout is reflected to the user of the revision the user has made to the selected text frame. Rich formatting edits the text frame in accordance with the layout edited as soon as the user inputs the changes that are done to the contents inside the text frame. Also, if a user desires to create a template from scratch and edit the template, change a shape of a certain text frame, or add graphics and editable text into a text frame, all of these can be done and performed on a publication document anytime by the user and will be shown to the user on a display (132) as the revisions take place. Although a second placement means is not specifically disclosed, the feature of placing the blocks and characters in accordance with the layout edited is performed; col. 1, lines 17-34, col. 7, lines 1-67 and col. 8, lines 1-62).

However, Cedar '650 fails to teach in determining a size of an output area in accordance with an output paper size.

However, this is well known in the art as evidenced by Ariki '492. Ariki '492 discloses determining a size of an output area in accordance with an output paper size

(i.e. in the system of Ariki '492, the CPU (27) determines if a block of data (33a) made in the A4 size page exceeds the page size. This is an example of determining if an area of output is in accordance with an output paper size; see fig. 3 and 10; col. 8, lines 6-63).

Therefore, in view of Ariki '492, it would have been obvious to one of ordinary skill at the time the invention was made to determine a size of an output area in accordance with an output paper size in order to check to see if output data exceeds a given paper size (as stated in Ariki '492 col. 8, lines 6-63).

Re claim 7: The teachings of Cedar '650 in view of Ariki '492 are disclosed above.

Cedar '650 discloses the computer readable recording medium, wherein said second placement procedure comprises an acquisition procedure of obtaining the font size in accordance with a ratio between widths of a text area before and after a revision (i.e. a fullness ratio can be performed in terms of a ratio of widths of the text area. The ratio will be the ratio of the editable text and the text frame, which contains the editable text. When the ratio of the system does not fit within a certain range, a calculation for a "theoretical font" is performed to change the fullness ratio to an ideal ratio. The fullness ratio of the widths of the text area is measured before revision to see how the ratio is compared to the ideal and the fullness ratio is measured after the revision of the text area. The revision of the text area is the inclusion of the "theoretical font" that changes the fullness ratio and the fullness ratio is checked again to see if the "theoretical font" contributed to making the fullness ratio better as compared to the ideal; see figs. 2-4;

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col. 11, lines 26-67, col. 12, lines 1-68 and col. 17, lines 10-32), and wherein characters with the font size obtained by said acquisition procedure are placed in the text area after the revision (i.e. after the "theoretical font" found is determined to be the ideal font to make the fullness ratio better, the font sizes in the editable text area is changed, or revised, to reflect the better fullness ratio. Then the same editable text in the text frame, with the revised text area, is again checked for a fullness ratio close to the ideal fullness ratio; see figs. 2-4; col. 11, lines 26-67, col. 12, lines 1-68 and col. 17, lines 10-32).

Re claim 8: Cedar '650 discloses a method and system for automatically causing editable text to substantially occupy a text frame, said document printing control apparatus comprising:

first determination means for determining a size of an output area (i.e. in the system, the output area can be considered any area that contains text, any alphanumeric characters, spreadsheet cells or images. The system allows desktop publishing software to be used, which enables the user of the system to choose a certain output area to use for placing certain types of characters, text or images. Based on the user selection, or the templates set by the system, the system in Cedar '650 determines the output area. Also, the text frame is a certain size relative to the application. If a text frame, or several text frames, is used in a newsletter, then the text frame, or several text frames, is a certain size depending on the output size of the document that the newsletter is printed on or on the user's preferences. The feature of having a text frame, or several text frames, a certain size depending on the use of the

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document and the area of output being chosen by the user, or automatically by the templates set by the system, performs the feature of having an output area. Although a first determination means is not specified, the feature of the first determination means is performed; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67);

second determination means for determining a block size in the output area and for determining a font size in the block, according to the size of the output area determined by said first determination means (i.e. when a fullness ratio is calculated, the height, or size, of the text frame, analogous to an individual block, is determined along with the height of the editable text, which is analogous to a font size in the block, within the text frame. This involves determining the height of each individual character in the text frame and comparing the height of each character in the text frame compared to the height of the actual text frame itself. Since there can be multiple text frames with characters in the document, this feature can be performed to each respective text frame and each character in the text frames. The font sizes are also determined based on iterations of calculations, until a font size is determined that will cause the height of the editable text to be within a predetermined range of values. The determining of the sizes of the text frames, considered as the individual blocks, and the font sizes all occur in an area designated by the user, or a system template, that comprises a customized publication; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67); and

scaling means for scaling the block size and font size in accordance with the block size and font size determined by said second determination means (i.e. in Cedar '650, the user can manipulate the text frames, considered as the blocks, and scale the

text frames to any desired size. Because of the use of desktop publishing software, the text frame, or text box, can be shaped in a manner that the user wishes in order to express a professional looking publication document. Also, the font size can be scaled in the system by the user using the rich formatting technique or using the copyfitting loop to find a font size to help contribute to a better fullness ratio between the height or width of the text frame and the height or width of the actual editable text; see fig. 1-4; col. 1, lines 17-34, col. 6, lines 57-63, col. 7, lines 1-67, col. 11, lines 26-67, col. 12, lines 1-68 and col. 17, lines 10-32).

However, Cedar '650 fails to teach in determining a size of an output area in accordance with an output paper size.

However, this is well known in the art as evidenced by Ariki '492. Ariki '492 discloses determining a size of an output area in accordance with an output paper size (i.e. in the system of Ariki '492, the CPU (27) determines if a block of data (33a) made in the A4 size page exceeds the page size. This is an example of determining if an area of output is in accordance with an output paper size; see fig. 3 and 10; col. 8, lines 6-63).

Therefore, in view of Ariki '492, it would have been obvious to one of ordinary skill at the time the invention was made to determine a size of an output area in accordance with an output paper size in order to check to see if output data exceeds a given paper size (as stated in Ariki '492 col. 8, lines 6-63).

Re claim 9: The teachings of Cedar '650 in view of Ariki '492 are disclosed above.

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Cedar '650 discloses the document printing control apparatus, wherein said scaling means comprises:

scaling factor determination means for determining a scaling factor of the block size and the font size determined by said second determination means (i.e. in Cedar '650 a scaling factor for both the block size, or text frame size, and the font size is calculated. For the text frame size, the fullness ratio represents the scaling factor by having the resize height of the text frame divided by the actual height of the text frame, which results in a scale factor for the text frame. The calculation for the font size scale factor is comprised of the space in the text frame divided by the space occupied by the editable text. These calculations are used to determine the above factors and used by the invention, but they are not specifically disclosed as being called scale factors; see figs. 2-4; col. 10, lines 47-67, col. 11, lines 1-67 and col. 12, lines 1-68);

calculation means for calculating font sizes of individual blocks in accordance with the scaling factor determined by said scaling factor determination means (i.e. the fullness ratio is analogous to the scale factor. A "theoretical font size" is calculated for the text frame that the font size occupies in order to prevent the text frame's characters from overflowing to the next line. With the ideal font size, the characters on a line can remain, in an ideal fashion, on one line; see figs. 2-4; col. 10, lines 47-67, col. 11, lines 1-67 and col. 12, lines 1-68);

decision means for making a decision as to whether a minimum font size of the font sizes calculated by said calculation means is greater than a predetermined font size (i.e. in the system, a minimum and a maximum font size is set out of the font sizes

calculated. A new min and max can be calculated depending on the number of iterations that occur in step 212 in figure 2. A determination is made whether the minimum value set is larger than the theoretical font size, which is considered as the predetermined font size; see figs. 2-5; col. 12, lines 1-68, col. 13, lines 1-67 and col. 14, lines 1-68); and

means for calculating a scaling factor for increasing the minimum font size to the predetermined font size (i.e. when it is calculated and determined that the fullness ratio did not exceed the predetermined range, in step 209 of figure 2, the minimum font size allowed to be increased and set equal to the theoretical font size, which is considered as the predetermined font size. Also, when the system has found a theoretical font size between the min and max, the minimum font size is increased closer to the predetermined font size and this may be increased until, the minimum equals the theoretical font size or the fullness ratio shows that the theoretical font size used as the editable text yields a ratio very close to the ideal ratio. At this point, the theoretical font size is greater than the minimum font size but less than the maximum font size.

Although a means for calculating is not specifically stated, the feature is performed; see figs. 2-5; col. 12, lines 1-68, col. 13, lines 1-67 and col. 14, lines 1-68), when said decision means makes a decision that the minimum font size is smaller than the predetermined font size (i.e. when the fullness ratio is determined to be within the predetermined range, the theoretical font size, considered as the predetermined font size, can be determined to be larger than the minimum font size in the system; figs. 2-5; col. 12, lines 1-68, col. 13, lines 1-67 and col. 14, lines 1-68 and col. 17, lines 10-32).

Re claim 10: The teachings of Cedar '650 in view of Ariki '492 are disclosed above. Cedar '650 discloses the document printing control apparatus, further comprising typeface substitution means for replacing the font subjected to the scaling by said scaling means by an alternative typeface (i.e. the term typeface is analogous to changing a font type from Times New Roman to Arial. This is performed by the device in the rich formatting mode of the invention of Cedar '650. The same font subjected to scaling can also be changed in font since the Cedar '650 allows the system to edit text in any text frame, any specific character in the text frame while performing the editing in the rich formatting mode. Although a typeface substitution means is not specifically stated in Cedar '650, the rich formatting mode allows the invention to perform the feature; see col. 8, lines 1-62).

Re claim 12: Cedar '650 discloses a method and system for automatically causing editable text to substantially occupy a text frame, said document printing control method comprising:

a first determination step of determining a size of an output area (i.e. in the system, the output area can be considered any area that contains text, any alphanumeric characters, spreadsheet cells or images. The system allows desktop publishing software to be used, which enables the user of the system to choose a certain output area to use for placing certain types of characters, text or images. Based on the user selection, or the templates set by the system, the system in Cedar '650



determines the output area. Also, the text frame is a certain size relative to the application. If a text frame, or several text frames, is used in a newsletter, then the text frame, or several text frames, is a certain size depending on the output size of the document that the newsletter is printed on or on the user's preferences. The feature of having a text frame, or several text frames, a certain size depending on the use of the document and the area of output being chosen by the user, or automatically by the templates set by the system, performs the feature of having an output area. Although a first determination means is not specified, the feature of the first determination means is performed; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67);

a second determination step of determining a block size in the output area and for determining a font size in the block, according to the size of the output area determined by said first determination step (i.e. when a fullness ratio is calculated, the height, or size, of the text frame, analogous to an individual block, is determined along with the height of the editable text, which is analogous to a font size in the block, within the text frame. This involves determining the height of each individual character in the text frame and comparing the height of each character in the text frame compared to the height of the actual text frame itself. Since there can be multiple text frames with characters in the document, this feature can be performed to each respective text frame and each character in the text frames. The font sizes are also determined based on iterations of calculations, until a font size is determined that will cause the height of the editable text to be within a predetermined range of values. The determining of the sizes of the text frames, considered as the individual blocks, and the font sizes all occur in an

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area designated by the user, or a system template, that comprises a customized publication; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67); and

a scaling step of scaling the block size and font size in accordance with the block size and font size determined by said second determination step (i.e. in Cedar '650, the user can manipulate the text frames, considered as the blocks, and scale the text frames to any desired size. Because of the use of desktop publishing software, the text frame, or text box, can be shaped in a manner that the user wishes in order to express a professional looking publication document. Also, the font size can be scaled in the system by the user using the rich formatting technique or using the copyfitting loop to find a font size to help contribute to a better fullness ratio between the height or width of the text frame and the height or width of the actual editable text; see fig. 1-4; col. 1, lines 17-34, col. 6, lines 57-63, col. 7, lines 1-67, col. 11, lines 26-67, col. 12, lines 1-68 and col. 17, lines 10-32).

However, Cedar '650 fails to teach in determining a size of an output area in accordance with an output paper size.

However, this is well known in the art as evidenced by Ariki '492. Ariki '492 discloses determining a size of an output area in accordance with an output paper size (i.e. in the system of Ariki '492, the CPU (27) determines if a block of data (33a) made in the A4 size page exceeds the page size. This is an example of determining if an area of output is in accordance with an output paper size; see fig. 3 and 10; col. 8, lines 6-63).

Therefore, in view of Ariki '492, it would have been obvious to one of ordinary skill at the time the invention was made to determine a size of an output area in accordance with an output paper size in order to check to see if output data exceeds a given paper size (as stated in Ariki '492 col. 8, lines 6-63).

Re claim 13: The teachings of Cedar '650 in view of Ariki '492 are disclosed above. Cedar '650 discloses the document printing control method, wherein said scaling step comprises:

a scaling factor determination step of determining a scaling factor of the block size and the font size determined in the second determination step (i.e. in Cedar '650 a scaling factor for both the block size, or text frame size, and the font size is calculated. For the text frame size, the fullness ratio represents the scaling factor by having the resize height of the text frame divided by the actual height of the text frame, which results in a scale factor for the text frame. The calculation for the font size scale factor is comprised of the space in the text frame divided by the space occupied by the editable text. These calculations are used to determine the above factors and used by the invention, but they are not specifically disclosed as being called scale factors; see figs. 2-4; col. 10, lines 47-67, col. 11, lines 1-67 and col. 12, lines 1-68);

a calculation step of calculating font sizes of individual blocks in accordance with the scaling factor determined by the scaling factor determination step (i.e. the fullness ratio is analogous to the scale factor. A "theoretical font size" is calculated for the text frame that the font size occupies in order to prevent the text frame's characters from

overflowing to the next line. With the ideal font size, the characters on a line can remain, in an ideal fashion, on one line; see figs. 2-4; col. 10, lines 47-67, col. 11, lines 1-67 and col. 12, lines 1-68);

a decision step of making a decision as to whether a minimum font size of the font sizes calculated by the calculation step is greater than a predetermined font size (i.e. in the system, a minimum and a maximum font size is set out of the font sizes calculated. A new min and max can be calculated depending on the number of iterations that occur in step 212 in figure 2. A determination is made whether the minimum value set is larger than the theoretical font size, which is considered as the predetermined font size; see figs. 2-5; col. 12, lines 1-68, col. 13, lines 1-67 and col. 14, lines 1-68); and

a step of calculating a scaling factor for increasing the minimum font size to the predetermined font size (i.e. when it is calculated and determined that the fullness ratio did not exceed the predetermined range, in step 209 of figure 2, the minimum font size allowed to be increased and set equal to the theoretical font size, which is considered as the predetermined font size. Also, when the system has found a theoretical font size between the min and max, the minimum font size is increased closer to the predetermined font size and this may be increased until, the minimum equals the theoretical font size or the fullness ratio shows that the theoretical font size used as the editable text yields a ratio very close to the ideal ratio. At this point, the theoretical font size is greater than the minimum font size but less than the maximum font size.

Although a means for calculating is not specifically stated, the feature is performed; see

figs. 2-5; col. 12, lines 1-68, col. 13, lines 1-67 and col. 14, lines 1-68), when said decision step makes a decision that the minimum font size is smaller than the predetermined font size (i.e. when the fullness ratio is determined to be within the predetermined range, the theoretical font size, considered as the predetermined font size, can be determined to be larger than the minimum font size in the system; figs. 2-5; col. 12, lines 1-68, col. 13, lines 1-67 and col. 14, lines 1-68 and col. 17, lines 10-32).

Re claim 14: The teachings of Cedar '650 in view of Ariki '492 are disclosed above. Cedar '650 discloses the document printing control method, further comprising a typeface substitution step of replacing the font subjected to the scaling in the scaling step by an alternative typeface (i.e. the term typeface is analogous to changing a font type from Times New Roman to Arial. This is performed by the device in the rich formatting mode of the invention of Cedar '650. The same font subjected to scaling can also be changed in font since the Cedar '650 allows the system to edit text in any text frame, any specific character in the text frame while performing the editing in the rich formatting mode. Although a typeface substitution means is not specifically stated in Cedar '650, the rich formatting mode allows the invention to perform the feature; see col. 8, lines 1-62).

Re claim 16: Cedar '650 discloses a method and system for automatically causing editable text to substantially occupy a text frame, said program comprising:

a first determination procedure of determining a size of an output area (i.e. in the system, the output area can be considered any area that contains text, any alphanumeric characters, spreadsheet cells or images. The system allows desktop publishing software to be used, which enables the user of the system to choose a certain output area to use for placing certain types of characters, text or images. Based on the user selection, or the templates set by the system, the system in Cedar '650 determines the output area. Also, the text frame is a certain size relative to the application. If a text frame, or several text frames, is used in a newsletter, then the text frame, or several text frames, is a certain size depending on the output size of the document that the newsletter is printed on or on the user's preferences. The feature of having a text frame, or several text frames, a certain size depending on the use of the document and the area of output being chosen by the user, or automatically by the templates set by the system, performs the feature of having an output area. Although a first determination means is not specified, the feature of the first determination means is performed; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67);

a second determination procedure of determining a block size in the output area and for determining a font size in the block, according to the size of the output area determined by the first determination procedure (i.e. when a fullness ratio is calculated, the height, or size, of the text frame, analogous to an individual block, is determined along with the height of the editable text, which is analogous to a font size in the block, within the text frame. This involves determining the height of each individual character in the text frame and comparing the height of each character in the text frame compared

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to the height of the actual text frame itself. Since there can be multiple text frames with characters in the document, this feature can be performed to each respective text frame and each character in the text frames. The font sizes are also determined based on iterations of calculations, until a font size is determined that will cause the height of the editable text to be within a predetermined range of values. The determining of the sizes of the text frames, considered as the individual blocks, and the font sizes all occur in an area designated by the user, or a system template, that comprises a customized publication; see col. 1, lines 17-34, col. 6, lines 57-63 and col. 7, lines 1-67); and

a scaling procedure of scaling the block size and font size in accordance with the block size and font size determined by the second determination procedure (i.e. in Cedar '650, the user can manipulate the text frames, considered as the blocks, and scale the text frames to any desired size. Because of the use of desktop publishing software, the text frame, or text box, can be shaped in a manner that the user wishes in order to express a professional looking publication document. Also, the font size can be scaled in the system by the user using the rich formatting technique or using the copyfitting loop to find a font size to help contribute to a better fullness ratio between the height or width of the text frame and the height or width of the actual editable text; see fig. 1-4; col. 1, lines 17-34, col. 6, lines 57-63, col. 7, lines 1-67, col. 11, lines 26-67, col. 12, lines 1-68 and col. 17, lines 10-32).

However, Cedar '650 fails to teach in determining a size of an output area in accordance with an output paper size.

However, this is well known in the art as evidenced by Ariki '492. Ariki '492

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discloses determining a size of an output area in accordance with an output paper size (i.e. in the system of Ariki '492, the CPU (27) determines if a block of data (33a) made in the A4 size page exceeds the page size. This is an example of determining if an area of output is in accordance with an output paper size; see fig. 3 and 10; col. 8, lines 6-63).

Therefore, in view of Ariki '492, it would have been obvious to one of ordinary skill at the time the invention was made to determine a size of an output area in accordance with an output paper size in order to check to see if output data exceeds a given paper size (as stated in Ariki '492 col. 8, lines 6-63).

Re claim 17: The teachings of Cedar '650 in view of Ariki '492 are disclosed above.

Cedar '650 discloses the computer readable recording medium, wherein said scaling procedure comprises:

a scaling factor determination procedure of determining a scaling factor of the block size and the font size determined by the second determination procedure (i.e. in Cedar '650 a scaling factor for both the block size, or text frame size, and the font size is calculated. For the text frame size, the fullness ratio represents the scaling factor by having the resize height of the text frame divided by the actual height of the text frame, which results in a scale factor for the text frame. The calculation for the font size scale factor is comprised of the space in the text frame divided by the space occupied by the editable text. These calculations are used to determine the above factors and used by



the invention, but they are not specifically disclosed as being called scale factors; see figs. 2-4; col. 10, lines 47-67, col. 11, lines 1-67 and col. 12, lines 1-68);

a calculation procedure of calculating font sizes of individual blocks in accordance with the scaling factor determined by the scaling factor determination procedure (i.e. the fullness ratio is analogous to the scale factor. A "theoretical font size" is calculated for the text frame that the font size occupies in order to prevent the text frame's characters from overflowing to the next line. With the ideal font size, the characters on a line can remain, in an ideal fashion, on one line; see figs. 2-4; col. 10, lines 47-67, col. 11, lines 1-67 and col. 12, lines 1-68);

a decision procedure of making a decision as to whether a minimum font size of the font sizes calculated by the calculation procedure is greater than a predetermined font size (i.e. in the system, a minimum and a maximum font size is set out of the font sizes calculated. A new min and max can be calculated depending on the number of iterations that occur in step 212 in figure 2. A determination is made whether the minimum value set is larger than the theoretical font size, which is considered as the predetermined font size; see figs. 2-5; col. 12, lines 1-68, col. 13, lines 1-67 and col. 14, lines 1-68); and

a procedure of calculating a scaling factor for increasing the minimum font size to the predetermined font size (i.e. when it is calculated and determined that the fullness ratio did not exceed the predetermined range, in step 209 of figure 2, the minimum font size allowed to be increased and set equal to the theoretical font size, which is considered as the predetermined font size. Also, when the system has found a

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theoretical font size between the min and max, the minimum font size is increased closer to the predetermined font size and this may be increased until, the minimum equals the theoretical font size or the fullness ratio shows that the theoretical font size used as the editable text yields a ratio very close to the ideal ratio. At this point, the theoretical font size is greater than the minimum font size but less than the maximum font size. Although a means for calculating is not specifically stated, the feature is performed; see figs. 2-5; col. 12, lines 1-68, col. 13, lines 1-67 and col. 14, lines 1-68), when said decision procedure makes a decision that the minimum font size is smaller than the predetermined font size (i.e. when the fullness ratio is determined to be within the predetermined range, the theoretical font size, considered as the predetermined font size, can be determined to be larger than the minimum font size in the system; figs. 2-5; col. 12, lines 1-68, col. 13, lines 1-67 and col. 14, lines 1-68 and col. 17, lines 10-32).

Re claim 18: The teachings of Cedar '650 in view of Ariki '492 are disclosed above.

Cedar '650 discloses the computer readable recording medium, wherein the program causes the computer to execute a typeface substitution procedure of replacing the font subjected to the scaling in the scaling procedure by an alternative typeface (i.e. the term typeface is analogous to changing a font type from Times New Roman to Arial. This is performed by the device in the rich formatting mode of the invention of Cedar '650. The same font subjected to scaling can also be changed in font size the Cedar '650 allows the system to edit text in any text frame, any specific character in the text frame while performing the editing in the rich formatting mode. Although a typeface substitution

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means is not specifically stated in Cedar '650, the rich formatting mode allows the invention to perform the feature; see col. 8, lines 1-62).

7. Claims 11, 15 and 19 are rejected under 35 U.S.C. 103(a) as being unpatentable over Cedar '650, as modified by Ariki '492, and further in view of Asada '987 (US Pat No 5825987).

Re claim 11: The teachings of Cedar '650 in view of Ariki '492 are disclosed above.

However, Cedar '650 in view of Ariki '492 fails to teach the document printing control apparatus, wherein said typeface substitution means replaces a Mincho typeface by a Gothic typeface.

However, this is well known in the art as evidenced by Asada '987. Asada '987 discloses typeface substitution means replaces a Mincho typeface by a Gothic typeface (i.e. the Mincho and Gothic typefaces in Asada '987 can be substituted by the substitute typeface select section (4a) and the feature of replacing Mincho typeface by a Gothic typeface is performed using the typefaces of Asada '987; see figs. 1, 6 and 7; col. 6, lines 1-69 and col. 12, lines 1-20).

Therefore, in view of Asada '987, it would have been obvious to one of ordinary skill at the time the invention was made to have a typeface substitution means replaces a Mincho typeface by a Gothic typeface in order to use a typeface selected from the requested fonts (as stated in Asada '987 col. 6, lines 51-69).

Re claim 15: The teachings of Cedar '650 in view of Ariki '492 are disclosed above.

However, Cedar '650 in view of Ariki '492 fails to teach the document printing control apparatus, wherein said typeface substitution step replaces a Mincho typeface by a Gothic typeface.

However, this is well known in the art as evidenced by Asada '987. Asada '987 discloses typeface substitution step replaces a Mincho typeface by a Gothic typeface (i.e. the Mincho and Gothic typefaces in Asada '987 can be substituted by the substitute typeface select section (4a) and the feature of replacing Mincho typeface by a Gothic typeface is performed using the typefaces of Asada '987; see figs. 1, 6 and 7; col. 6, lines 1-69 and col. 12, lines 1-20).

Therefore, in view of Asada '987, it would have been obvious to one of ordinary skill at the time the invention was made to have a typeface substitution step replaces a Mincho typeface by a Gothic typeface in order to use a typeface selected from the requested fonts (as stated in Asada '987 col. 6, lines 51-69).

Re claim 19: The teachings of Cedar '650 in view of Ariki '492 are disclosed above.

However, Cedar '650 in view of Ariki '492 fails to teach the document printing control apparatus, wherein said typeface substitution procedure replaces a Mincho typeface by a Gothic typeface.

However, this is well known in the art as evidenced by Asada '987. Asada '987 discloses typeface substitution procedure replaces a Mincho typeface by a Gothic typeface (i.e. the Mincho and Gothic typefaces in Asada '987 can be substituted by the substitute typeface select section (4a) and the feature of replacing Mincho typeface by a

Gothic typeface is performed using the typefaces of Asada '987; see figs. 1, 6 and 7; col. 6, lines 1-69 and col. 12, lines 1-20).

Therefore, in view of Asada '987, it would have been obvious to one of ordinary skill at the time the invention was made to have a typeface substitution procedure replaces a Mincho typeface by a Gothic typeface in order to use a typeface selected from the requested fonts (as stated in Asada '987 col. 6, lines 51-69).

### ***Conclusion***

8. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.


9. Kurosawa et al (US Pat No 6466954) discloses determining a size of an output area depending on the total output surface, determining the sizes of individual blocks and font sizes in the blocks and changing the font sizes and block sizes in the document.

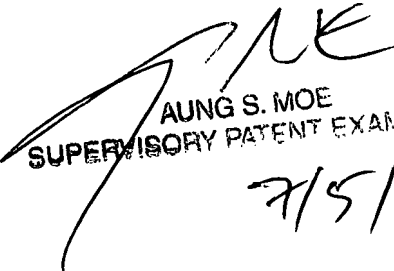
10. Parker et al (US Pat No Re 36704) discloses determining a size of an output area and different output area designs depending on the overall output size of the paper, selecting a body of text and changing the font in a selected format and placing the desired body of text and the format of the body of text on an output area, which is performed to improve the readability and automatically adjusting the copyfit feature.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Chad Dickerson whose telephone number is (571)-270-1351. The examiner can normally be reached on Mon. thru Thur. 9:00-6:30 Fri. 9:00-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Aung Moe can be reached on (571)- 272-7314. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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June 28, 2007

  
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